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Michael F. Del Casino
Regulatory Division Manager

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February 24, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

January 26, 2000 09:20 PM AKST

2. GEOGRAPHICAL AREA AFFECTED:

Alaska

3. CUSTOMERS AFFECTED (APPROXIMATELY):

59,864 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Access and Toll Completing

5. DURATION OF OUTAGE:

36 Hours

6. BLOCKED CALLS:

179,591

7A. CAUSE OF INCIDENT:

The root cause of this outage was due to severe weather in Sitka, AK. A combination of strong winds, snow and ice sheared two mounting bolts on a microwave radio tower, allowing the antenna to move out of alignment.

7B. EQUIPMENT NAME / TYPE:

Microwave Radio Tower

7C. PART OF NETWORK:

Lena Point, AK – Sitka, AK

8. RESTORATION METHODS:

The antenna was realigned and re-bolted to the radio tower, restoring service to normal.

9. STEPS TO PREVENT REOCCURRENCE:

The National Radio Engineer Center is studying the feasibility of adding additional reinforcement hardware to the existing antenna mounts. This would supplement structural strength to the antenna in the event of future severe storms producing strong winds and ice.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993. Although there were no specific Best Practices referenced that were applicable to this service disruption, AT&T continues to exercise weather related Disaster Recovery drills to improve facility repair time and to reduce the duration of service disruptions.

Sincerely,

A handwritten signature in black ink, appearing to read "M. D. Cairns". The signature is fluid and cursive, with a long horizontal stroke at the end.

This form should be sent for the following timeframes:

B/C 90,000 - 149,999 3 days

B/C 150,000 & greater 120 minutes

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AT&T**Initial Service Disruption Report**

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

202-632-6975 Voice

202-418-2812 FAX

ALTERNATE FCC WATCH OFFICER

202-418-2813 FAX

1. Date/Time of Incident 1-26-00 21:30 PST
23:30 NWT
2. Geographic area affected ALASKA
3. Customers affected (est) 30 +
4. Types of service affected TOLL Connect
5. Duration of outage ONGOING
6. Blocked calls (est) 90 +
- 7a Cause of incident Weather - High Winds
- 7b Equipment name/types MICRO WAVE
- 7c Part of network affected BETWEEN SITKA ALASKA AND
ANCHORAGE ALASKA
8. Restoration methods used N/A
9. Steps to prevent recurrences N/A

AT&T contact person:

Mike DelCasino

Telephone number:

202-457-2023

Date/Time of report:

